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FOR IMMEDIATE RELEASE

Terry Goddard Warns Baseball Fans of Ticket Scams

(Phoenix, Ariz. – Oct. 1, 2007) Attorney General Terry Goddard is warning sports fans to be mindful of fraud artists when purchasing Arizona Diamondbacks playoff tickets or other event tickets.

The Attorney General's Office learned today that some fans in Illinois who tried to purchase tickets online for the Arizona Diamondbacks/Chicago Cubs series this week were apparently scammed. One consumer purchased tickets using a credit card and then went to the Arizona Diamondbacks Web site to locate the seats and couldn't find them. He called the Diamondbacks office and was told the seats he was given do not exist at Chase Field. When the consumer tried to call the online vendor, the phone number was not in service.

"There are a number of legitimate ticket brokers online, but fans need to take extra care when ordering tickets through the Internet," Goddard said. "The secondary-ticket market is a \$10-billion a year industry, and scammers are looking to take advantage of fans who are excited about supporting their teams."

Many of these scams are designed to obtain personal financial information. Goddard recommends taking the following steps when buying event tickets online:

- Purchase tickets directly from the team or the venue where the event is going to be held. If you go through a ticket broker, do your homework. Check with the Better Business Bureau to see if complaints have been filed against the company and look for the BBB online seal.
- When buying through an online exchange, do not let the individual seller lure you away from the exchange's Web site. Any guarantee offered by the ticket broker online is lost if you purchase the tickets outside its Web site.

- Before buying the tickets, check the venue's Web site and make sure the seats and the section exist. If a phone number is listed on the Web site, call the number to see if it is correct and working.
- Never pay with a cashier's check or wire money to the seller; you'll have no way to get your money back if the tickets never arrive. Pay with a credit card or through a neutral third-party escrow service such as PayPal, which offers some amount of protection and potential reimbursement.

If you believe you have been a victim of fraud, please contact the Attorney General's Office in Phoenix at 602.542.5763; in Tucson at 520.628.6504; or outside the metro areas at 1.800.352.8431. To file a complaint in person, the Attorney General's Office has 35 satellite offices throughout Arizona with volunteers available to assist you. Locations and hours are posted on the Attorney General's Web site at www.azag.gov.

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